

# Together2Goal®

AMGA Foundation  
National Diabetes Campaign

## Webinar at Work

February 2019

*"Putting T2G webinars into practice"*

**Webinar:** ["Clinical Inertia and Diabetes Care"](#)

**Speaker:** Daniel McCall, M.D., M.S.P.H. (Hattiesburg Clinic, P.A.)

**Webinar Date:** February 21, 2019

### Summary:

Healthcare providers often do not initiate or intensify therapy when needed, resulting in clinical inertia. Clinical inertia is often caused by: 1) Overestimation of care provided and adherence to care guidelines, 2) Use of "soft" reasons to avoid intensification of therapy, and/or 3) Lack of education, training, and organizational focus on achieving therapeutic goals. Strategies for combatting clinical inertia include: securing leadership buy-in, educating providers, utilizing the entire care team, and providing performance feedback.

### Implementation Tips:

#### Facilitate provider education

- Establish and communicate care guidelines, which are necessary but not sufficient
- Educate on benefits, costs, and side effects of treating to target
- Address the complexity of treating to target for different disorders (e.g., glycemic control, hypertension, and dyslipidemia)

#### Structure our care delivery systems to facilitate management of chronic diseases

- Utilize electronic medical record systems, best practice advisories, flowsheets, and disease registries
- Expand the care team
- Leverage proactive outreach and planned visits to increase opportunities for "titratable moments"

#### Provide performance feedback

- Utilize specific dashboards and audits for timely quality feedback
- Conduct chart reviews with face-to-face peer feedback

**Team Discussion:**

1. Where in our diabetes workflow are we facing clinical inertia barriers? (e.g., PCP education, overestimation of care provided, “soft” reasons to avoid intensification of therapy, etc.)

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2. Given our organizational structure and culture, how can we best address clinical inertia?

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3. How can we improve our organization’s process for following-up with patients to increase opportunities to improve clinical inertia among our diabetes patient population?

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4. How do we internally capture and share our diabetes metrics for patients? How can we better utilize this data to raise awareness of possible improvement areas among care teams?

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**Additional Notes:**

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**Next Steps:**

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**Additional Resources:**

- [\*Standards of Medical Care in Diabetes – 2019\*](#) (American Diabetes Association)
- Hypertension 101 Tip Sheet (Hattiesburg Clinic, P.A.)
  - To access, go to the Together 2 Goal® Communities page [here](#). The Tip Sheet is located in Library tab under the Together 2 Goal® folder.